

First Impressions



Here to help you get the care you need, even before you have your member ID card

At Anthem Blue Cross (Anthem), we know how important it is to have someone to answer questions when you are using a new health care plan. That's why we set up a special First Impressions department to make sure you have a smooth visit to the doctor, for nonemergency medical care* or an urgent prescription, before you get your member ID card.

Call First Impressions

We'll help you use your benefits even before your member ID card arrives. Just follow these simple steps and you'll be well on your way to no-hassle health care:

1. Call **1-888-831-2238**, Monday through Friday, 8 a.m. to 8 p.m. PT.
2. Tell the representative you are a First Impressions caller.
3. Be prepared to give your employer's name, your name, date of birth, Social Security number (SSN), the health plan you've chosen (for example, PPO, HMO, etc.) and which family members should be signed up under your plan, including each family member's full name and date of birth.
4. After you give this information, your doctor, other health care provider or pharmacist will be able to call First Impressions to verify your eligibility, copays and benefits or request preauthorization for certain services, if needed.
5. Use the information given by First Impressions to complete the wallet card below. Cut it out and show it to your provider when you need care.



First Impressions can help with prescriptions, too

It's easy!

1. Follow the steps above. But for prescriptions, you must **call First Impressions at least four hours before you go to the pharmacy.**
2. If you want to pick up a prescription over the weekend, please contact First Impressions no later than Friday morning.

Need medical care right away, but don't have your member ID card yet?

Call **1-888-831-2238** and ask for First Impressions.

* In an emergency, call 911 or get care at the nearest emergency care facility.

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Here's your wallet card. Use it to get care today!

Cut out the wallet card below and show it to your provider if you need care before you get your member ID card. When your member ID card arrives, be sure to shred or tear up this wallet card.



First Impressions – for medical care before you get your member ID card.
For prescriptions, call at least four hours before you go to the pharmacy.
Call 1-888-831-2238, Monday through Friday, 8 a.m. to 8 p.m. PT.

Employee name: _____

Employee SSN: _____

Employer name: _____

Group number (provided when you call First Impressions): _____

Express Scripts pharmacy number: BIN 020099 PCN: WG Group#: WLHA
PMG/IPA for HMO members, if applicable: _____

For health care providers and pharmacies:

- Call the above toll-free number to verify eligibility, effective dates, copays and benefits, as well as for preauthorization.
- **Pharmacies** use the above SSN, group number and BIN to process claims.
- **Call tracking number (provided when you call First Impressions):** _____